

Some bad guys are easy to spot



Others are not



Learn how to spot utility imposters

Phone scams are on the rise from utility imposters demanding you make false utility bill payments immediately by prepaid credit cards.

Know the Facts

- Utility companies never call customers requesting immediate payment to keep services from being shut off .
- Always ask for a utility worker ID, whether you're contacted in person or on the phone, even if the caller ID says it is from the utility.
- Never give out your account number or personal information such as your name, address, date of birth, or Social Security number.
- If you suspect a call to be fraudulent, hang up and immediately call your utility at the telephone number on your bill and ask to speak with a customer service representative.
- If you've mistakenly provided bank account information, call your bank and local police department. Place an initial fraud alert on your credit report for at least 90 days. You can also file a complaint with the Attorney General's Consumer Protection Division, www.michigan.gov/ag, and the Federal Trade Commission at 877-382-4357.